

# Multi-pull competition management software

Installation instructions and general user guidelines



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This guide explains how to install and configure the multi-pull software.

## Requirements:

- Windows (7, 10, 11) PC
- Internet connection (for software validation)
- Lan connection network (for Database sharing)

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*Multi-Pull*

  
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## Where to download:

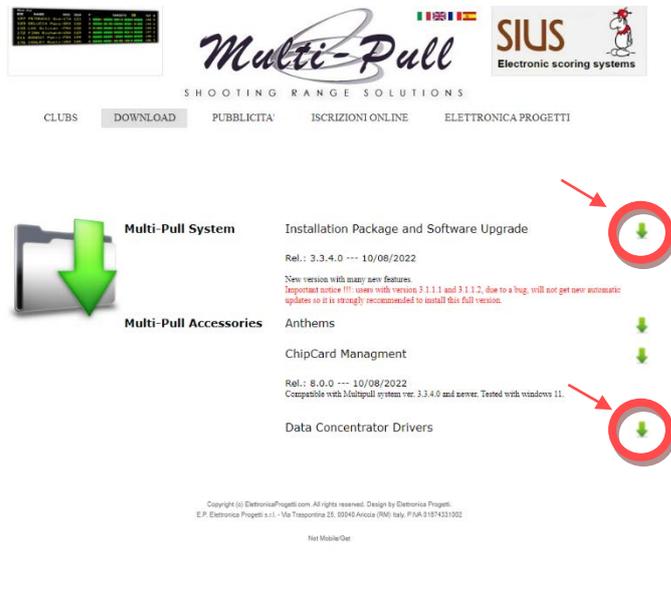
There are two main packages to be downloaded:

1. Multi-pull software
2. Data concentrator drivers

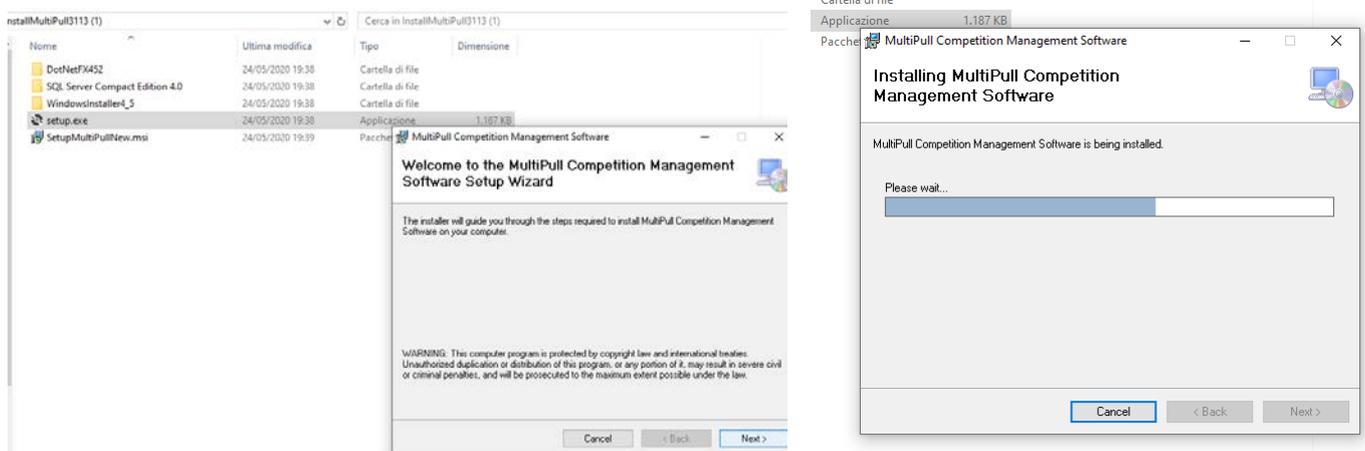
1, 2 - Go to <http://www.multipullsoft.it/Home/Download>

Click on the green arrow to download the two packages.

1 & 2:



Once the downloaded has finished, unpack (consider using 7-zip) the files into an easy to access folder (like desktop) and run firstly the setup.exe of Multi-pull software.

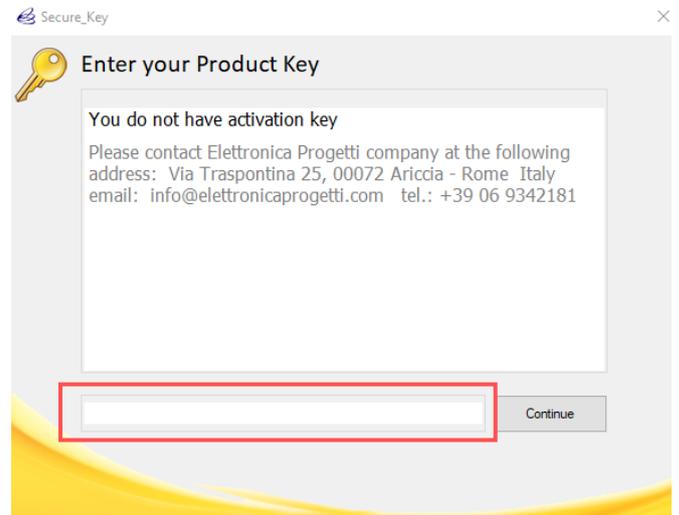


Once the installation has finished, start the MP software.

**Be sure to start it with Administrator mode** (right click on it, then select "run as administrator). This will prevent issues on the validation and update.

At the first run, it will be asked for an activation key.

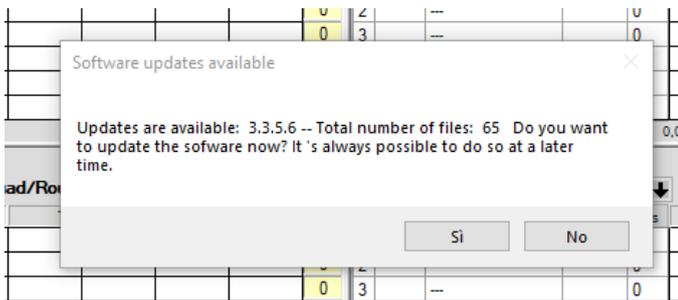
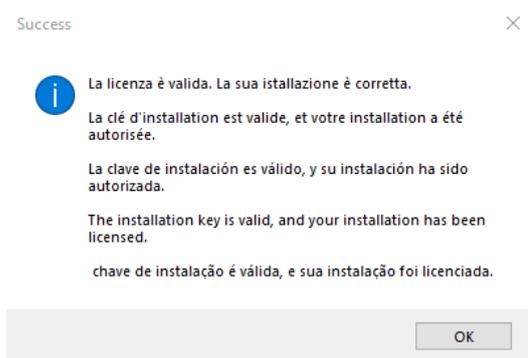
Enter the provided installation key.



And click on "continue".

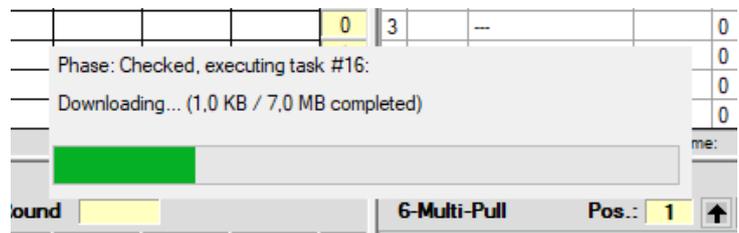
If correctly done, a pop up message like this will appear ->

if not, please contact the support for help in this matter (contacts below).



After click on OK, the software will start and a quick check on internet will be done to ensure that it is up to date. If not, it will ask for downloading the necessary updates for achieve the latest version.

By clicking yes, a download will start. Wait that the download finishes. It will be asked to install and the software will automatically start updating and it will restart by itself.



The installation is finished.

## WARRANTY AND SUPPORT

Elettronica Progetti products are guaranteed for two years to the original purchaser, from the date of purchase shown on a valid proof of purchase.

This warranty does not affect your rights as a consumer under European Directive 99/44/EC relating to certain aspects of the sale and warranty of consumer goods; Consumers should direct complaints under these provisions to the retailer from whom they purchased the goods.

This warranty is effective in countries where the European Directive 99/44/EC has been implemented. Local warranty legislation applies in other countries.

During the warranty period, Elettronica Progetti will repair products with defects in workmanship or materials free of charge for labor or materials.

Travel expenses are the responsibility of the customer.

To carry out warranty work, consumers must contact an authorized Elettronica Progetti Technical Assistance Center or the Elettronica Progetti company at the following address:

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Email: [support@elettronicaiprogetti.com](mailto:support@elettronicaiprogetti.com) or [repairs@elettronicaiprogetti.com](mailto:repairs@elettronicaiprogetti.com)

Before sending the unit in for repair, do as described: Download and fill out the RMA form from our website at:

<https://www.elettronicaiprogetti.com/wp-content/uploads/2022/01/RMA-EP-ENG-new-module.pdf>

Fill out the form with :

- 1 Type of error;
2. Serial number if there is any;
3. Send the form by email or phone call and wait instructions.

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